

RECEIVED OCT 03 2011

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Leadership Project 2010-2011

## Summary of Leadership Project

2011

1. Summarizing my project would be. To help families feel welcome at the Orchard House. To provide an atmosphere that mimics how they visit with their parent, or family member prior to them moving into our Assisted Living. How we as staff can provided that atmosphere here.
2. Tangible benefits is that both the staff and resident can set up the residents space or mimic the situation that was provided at the residents home. Intangible is the feelings that come with it, that make everyone comfortable, that life as they once knew may not have changed so much.
3. The people that help me with this project were the residents, family members and service partners (employees of the Orchard House).
4. I ask resident family members during the 90 day review if they would fill out the questionnaire. I also ask new resident family members to fill out the questionnaire when they first move in. Also I used the question on our satisfaction survey "I would recommend the Orchard House to my friends and family".

Communication to the stakeholders was made through team meetings and results of the satisfaction survey.

5 and 6. Challenges: One of the biggest challenges of getting families to fill out the survey was privacy issues. Family members either felt it was none of our business or guilty that they didn't have answers to our question. We tried very hard to explain why we wanted families to come to the Orchard House. We also needed to respect that maybe family dynamics are not desirable, that people just did not want to visit their family members. In some cases if they wanted we would get a social worker to intervene but in some cases we just left it alone. Another challenge was not always having the time to set up an area for families or the resident's room with the resident. Overcoming these challenges was just informing family members about our time restriction but making resources available to them. An interesting note, was that most of our family members just appreciated our desire to make them feel welcome.

7. Surprises would be seeing the mending of relationships and the education that "elderly can still learn".

8. "Talks about future trends influencing our work" I needed to educate the staff on the importance of letting things go and allowing wounds to heal. What I mean by that is we are not here to judge we are here to allow people and families to grow. Some people are able to do this easier than others. Learn from what you observe. "Describe a compelling image of the future"

It's all about relationships and trust. People will trust us if they have a relationship with us.

9. I am very lucky to work in an environment that does not allow us to *not* look at the future.

But I need to be able to articulate that vision to our staff. I do this daily in my ability to set up situations for families and residents. This helps and provides a model for the staff. This last year I have work on how to inspire the staff maybe not to do more but to do it more meaningful. How can they change or improve the lives of the residents. Developing relationship with them improves their ability to have relationships with families.

## In-Service Training

### Helping Families Feel Welcome

**Why is it important to have family members feel welcome?** *There are multiple reasons but mostly to help the resident feel welcome. We want family members to come often to help us out with understanding the resident's needs. The more we know about the resident the easier it is to care for them.*

**What can family members do?** *Anything they want! Encourage family members to come at meal times. Eating is a family function and can help with making people feel welcomed. Suggest they bring favorite food items to share. Encourage them to help serve. Offer them coffee or something to drink. Introduce them around the table to the other residents. Ask them to share stories about their lives if they want. Ask "what was your favorite food item your parent made?" Thank them for coming and ask "when will you be coming again?"*

**Why do some family members not come?** *Only they know and it is not our position to judge. It's very easy to judge as we can sometimes see the sadness in the resident. But it truly is not our position.*

**Family member can help develop a "life story" of the residents. Offering detailed background personal preferences and daily routine.** *Ask about what the residents did for a living? What did they value most in life? What did they do during the day? What was their favorite T.V. program? Etc. The more we know about the person the better we will be able to care for them. Also to continue to engage them in life.*

**Some tools to assist in helping to make people feel welcome.**

**Use the five ten rule.** *Whenever you see anyone in the hallway, make eye contact with them when you are ten feet away and say hello at five feet.*

**Walk people to their destination.** *If you see someone looking around, ask "May I help you?" Then walk them to where they want or need to go.*

**Use different tools to help solve problems. H.E.A.R.T. Hear, Emphasize, Apologize, Respond and Take Action. AIDET: Acknowledge the family member, Introduce yourself, Duration; let them know how long this will take, Explain what will be happening, and Thank them.**

**Managing each other up:** *This means placing each other and department in a positive light. This helps families feel we are in this together. It's not a me versus them mentality. It helps families feel that everyone is in it for the resident's best interest.*

# SURVEY FOR FAMILIES

1 Where did your family member live prior to moving to Orchard House?

2 What did your family member do for activities between the ages of:

30-40

40-50

50-60

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60-70

70-80

80-90

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3 What if any community involvement did your family member have prior to moving here?

4 How often during the week do you see your family member?

5 What did your family member do for a living?

6 Who has been involved in your family members life in the past year?

7 What is your expectation of us as a facility in the care of your family member?

8 What type of setting do you feel the most comfortable in visiting with your family member?

i.e.: Eating with them, watching TV, talking about old times, talking about the news?